

# REPLACEMENT SHEET

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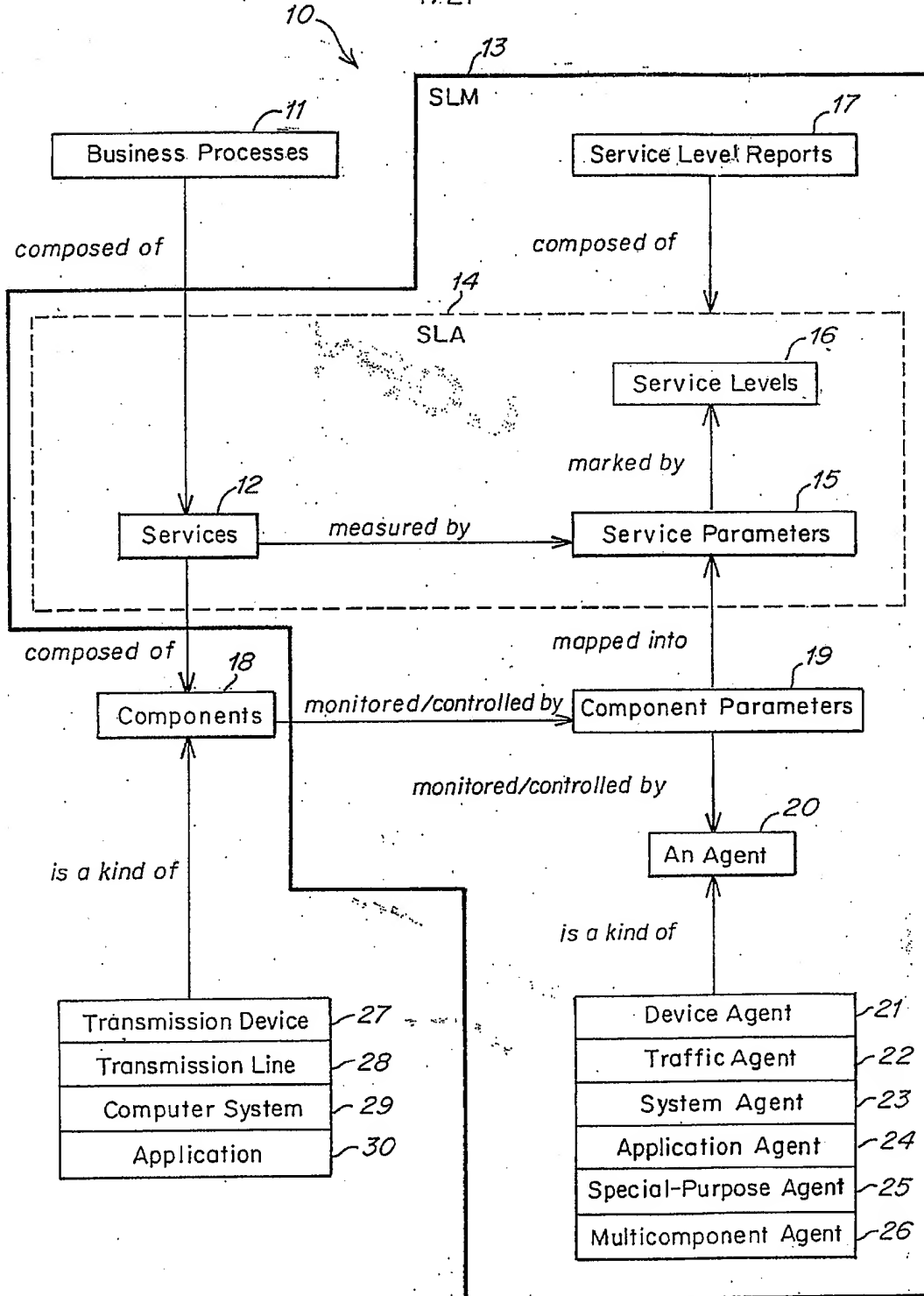


Fig. 1

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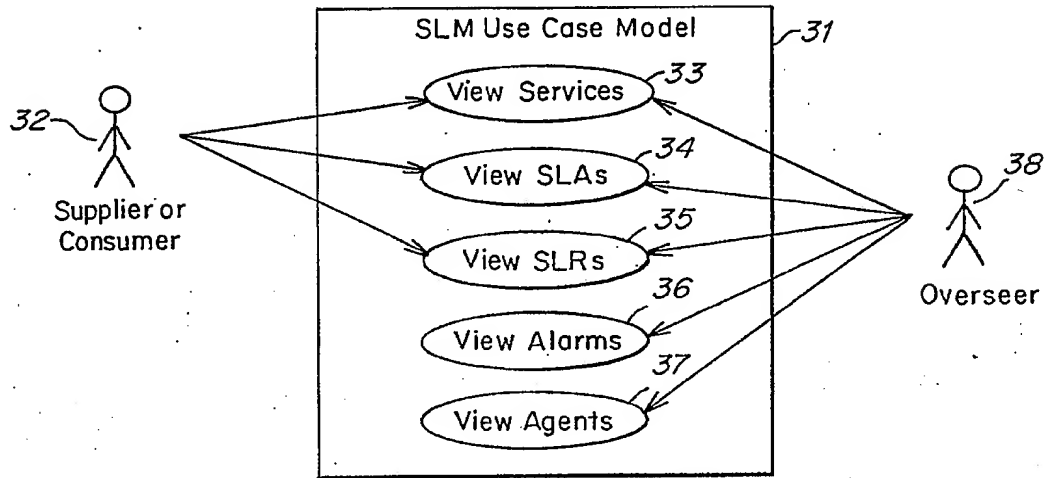


Fig. 2

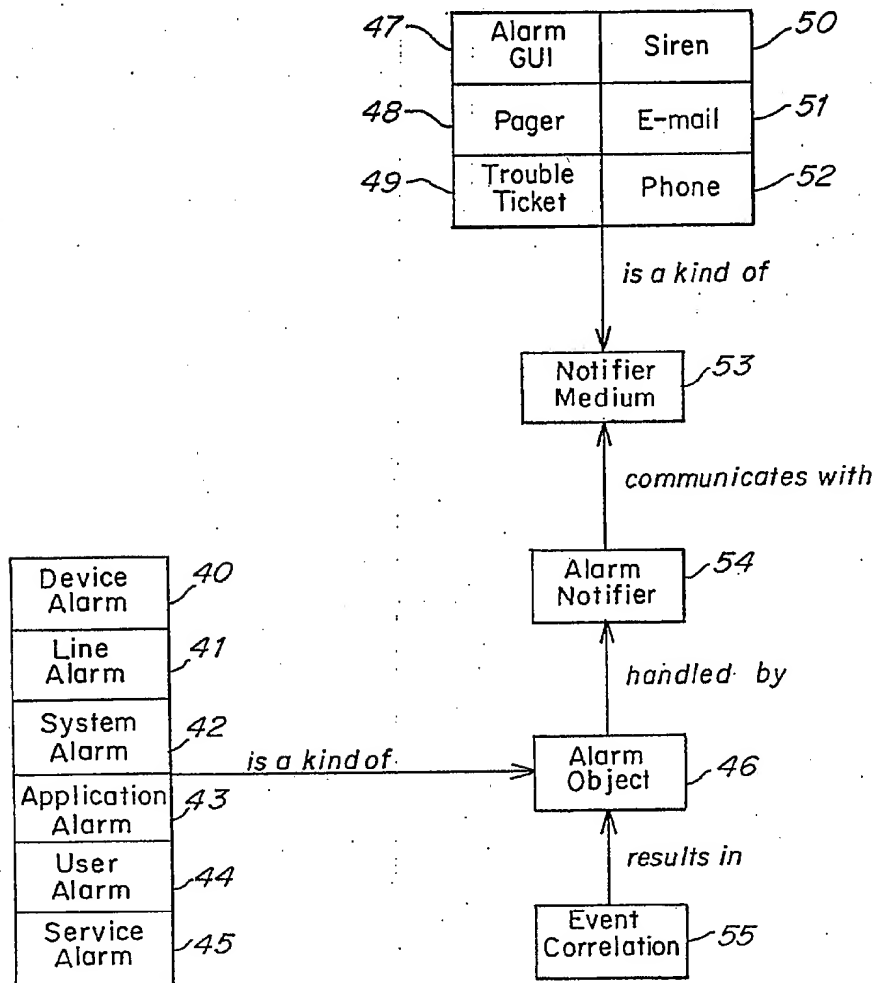
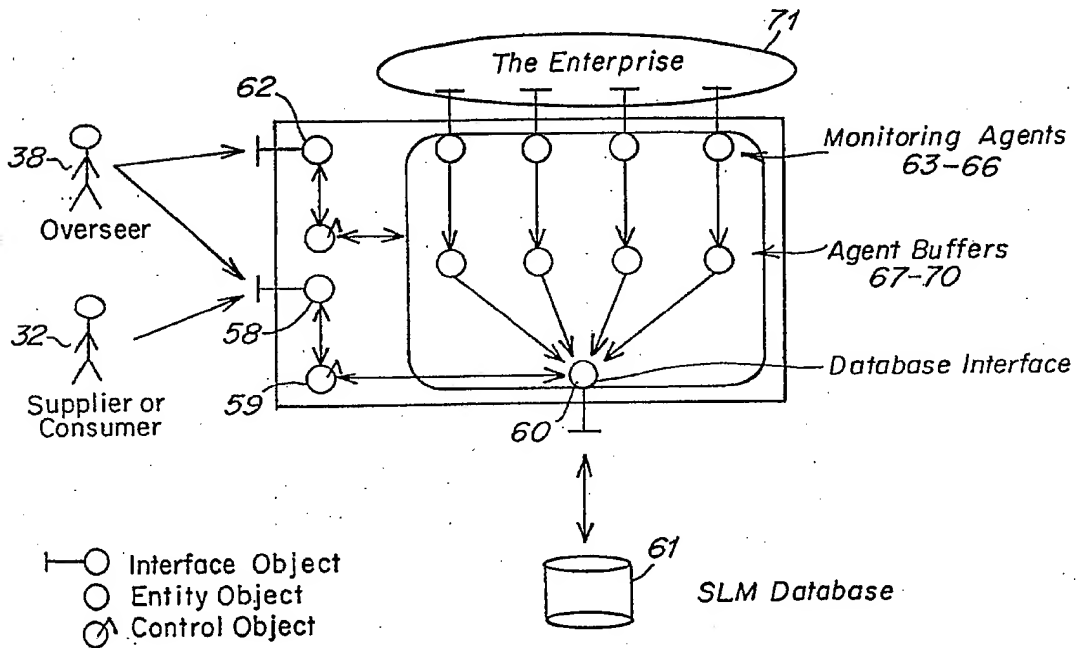


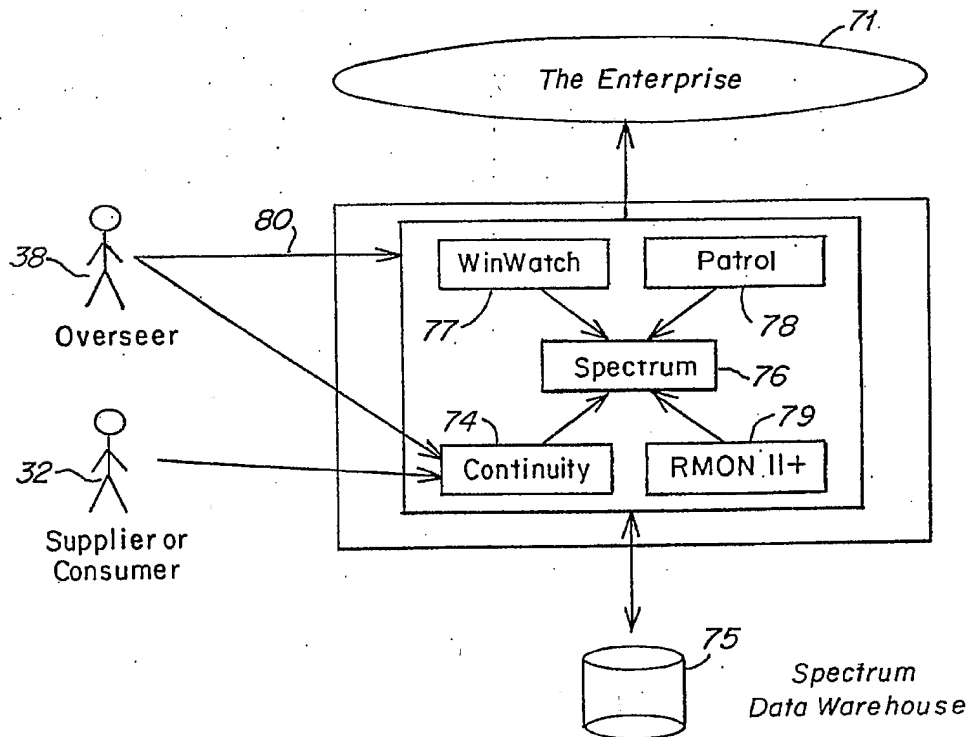
Fig. 3

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**Fig. 4**



**Fig. 5**

# REPLACEMENT SHEET

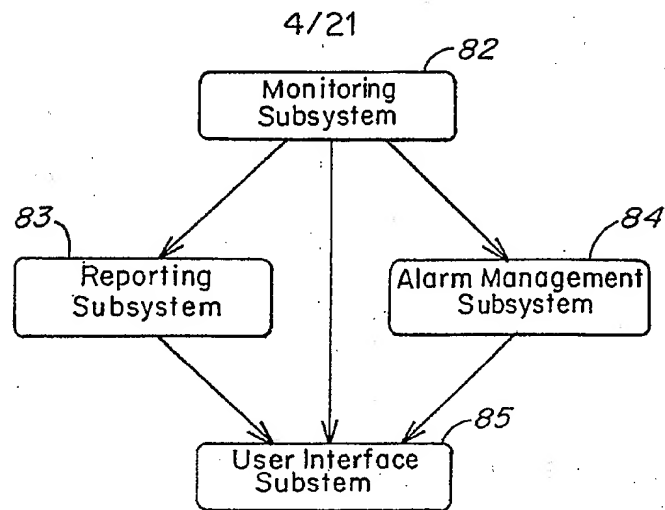


Fig. 6

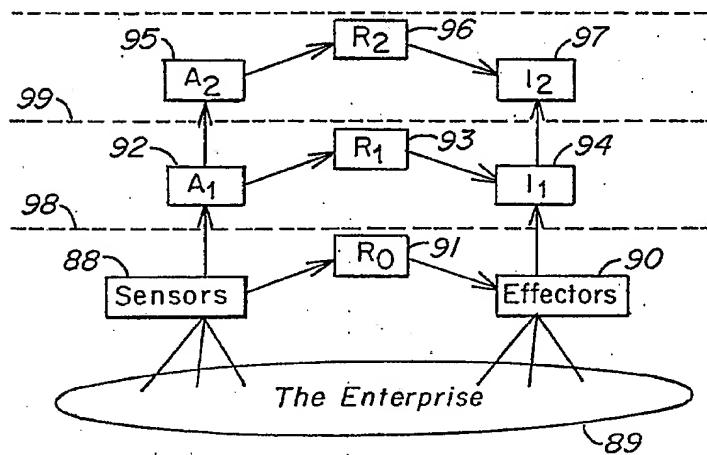


Fig. 7

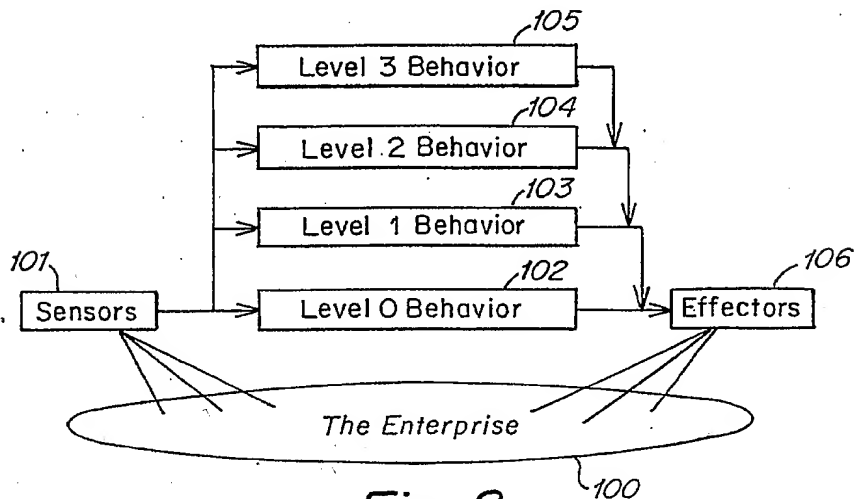


Fig. 8

# REPLACEMENT SHEET

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Level 2 Abstraction,  
Reasoning, Instruction

Level 1 Abstraction,  
Reasoning, Instruction

Level 0 Abstraction,  
Reasoning,  
Instruction

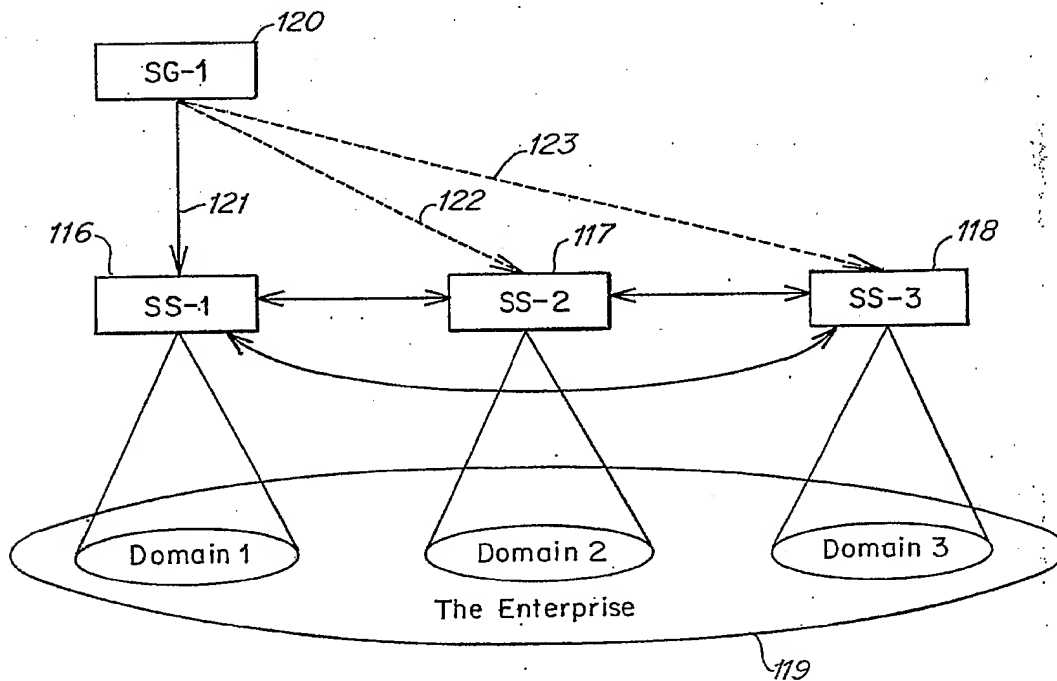
Monitoring

Auto  
Control

Human  
Control

The Enterprise

*Fig. 9*



*Fig. 10*

# REPLACEMENT SHEET

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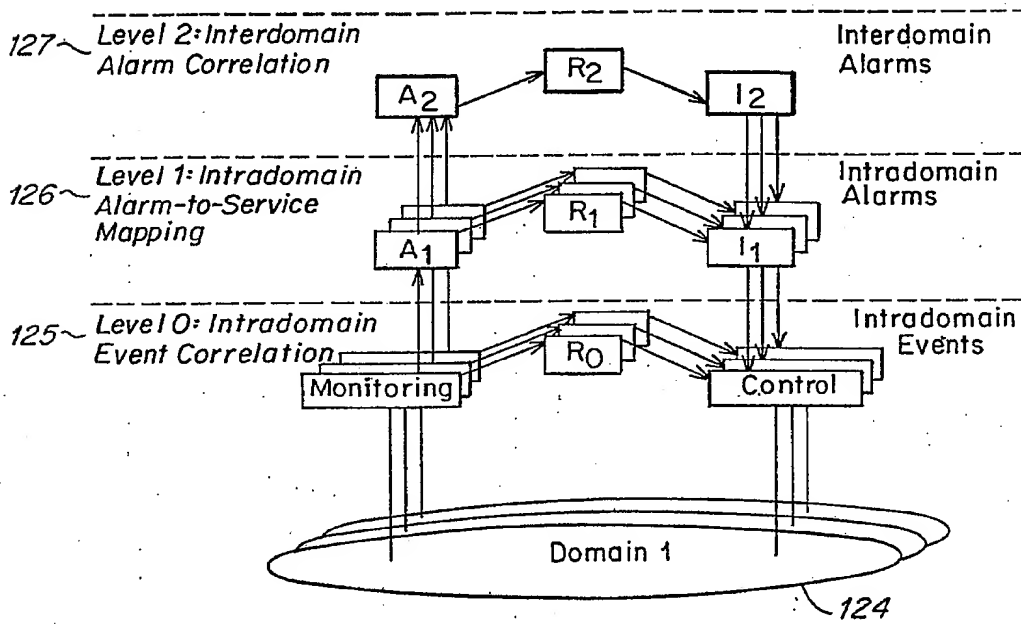


Fig. 11

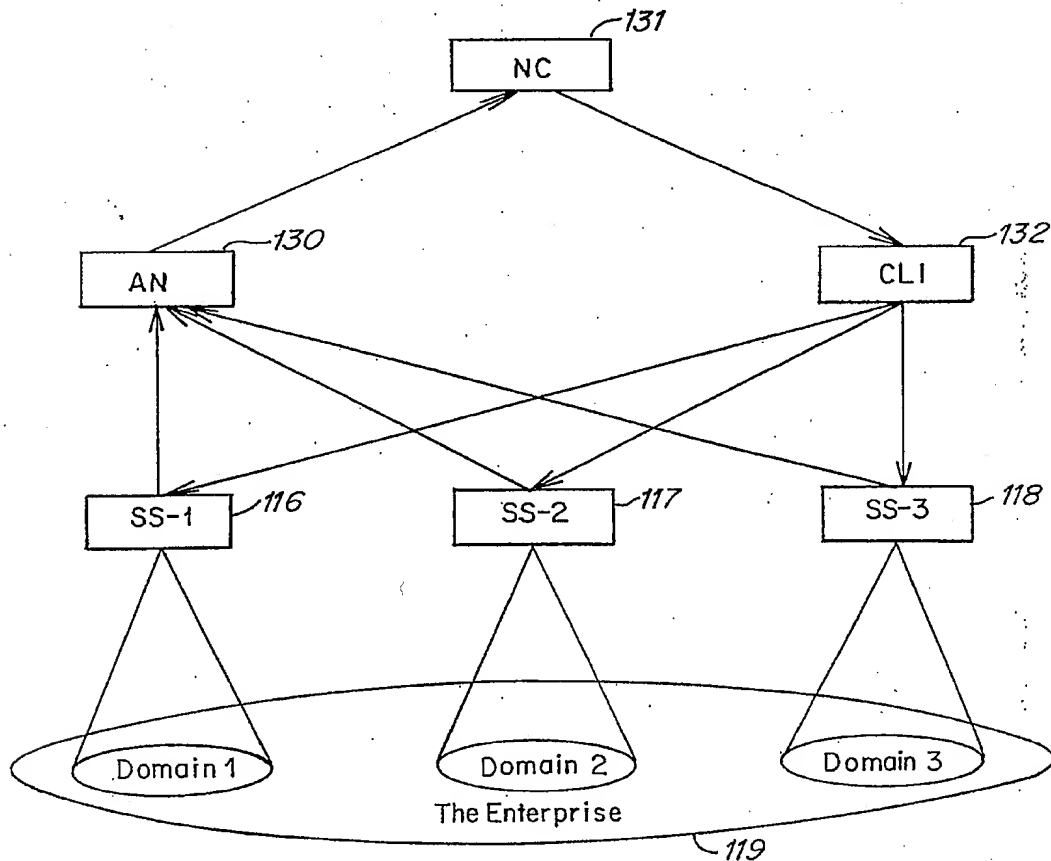
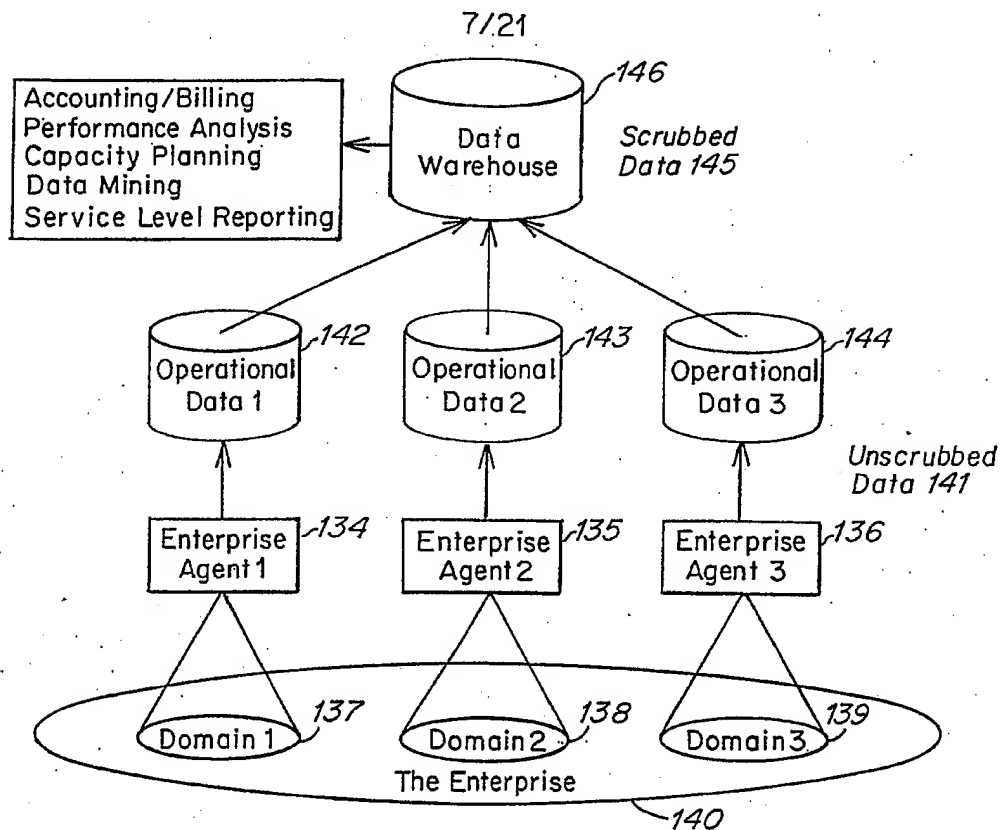
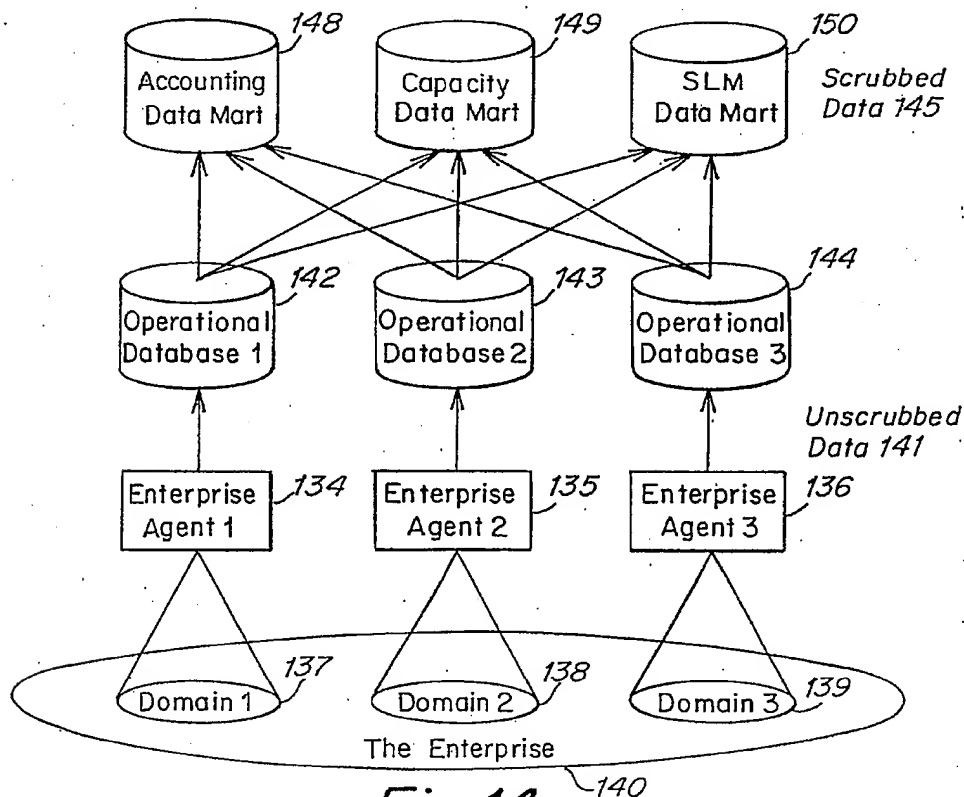


Fig. 12

# REPLACEMENT SHEET



**Fig. 13**



**Fig. 14**

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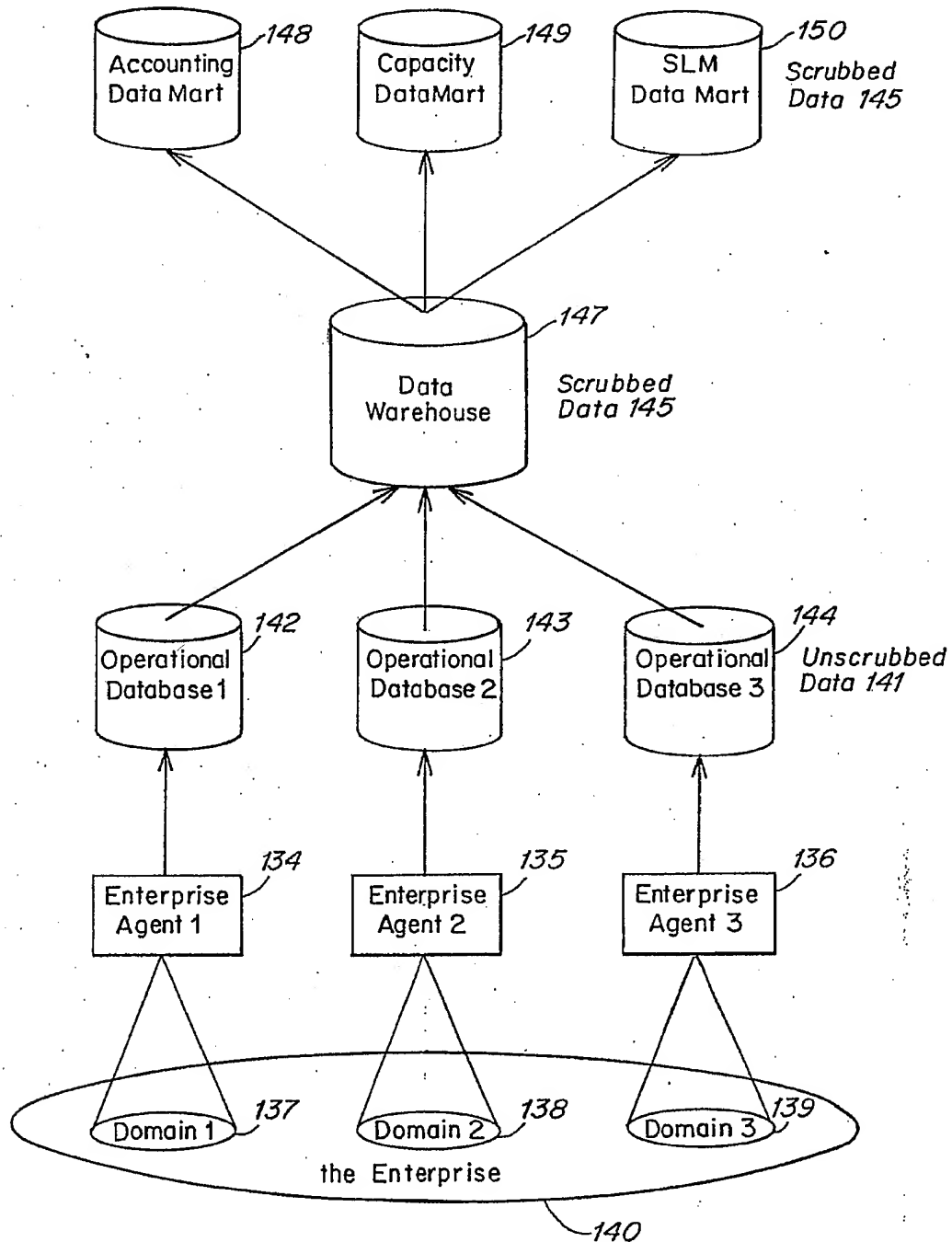
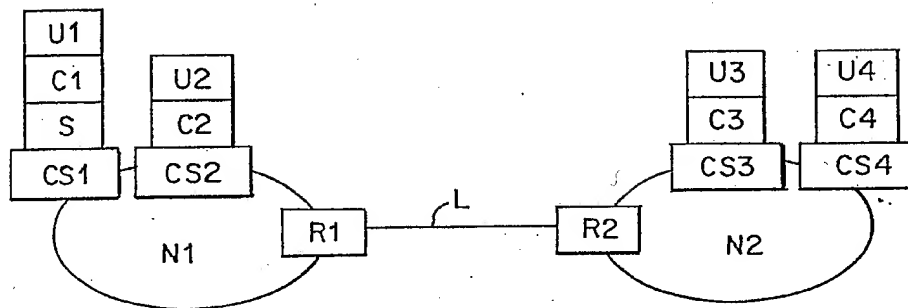


Fig. 15

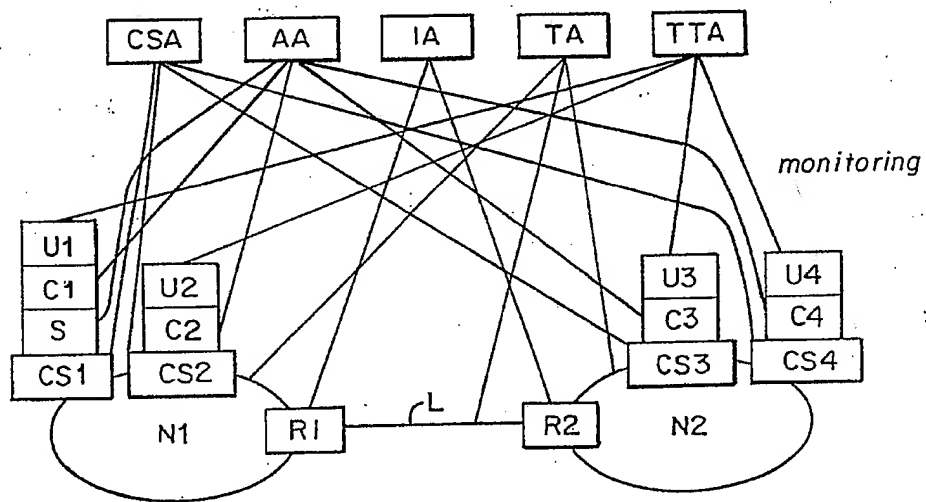


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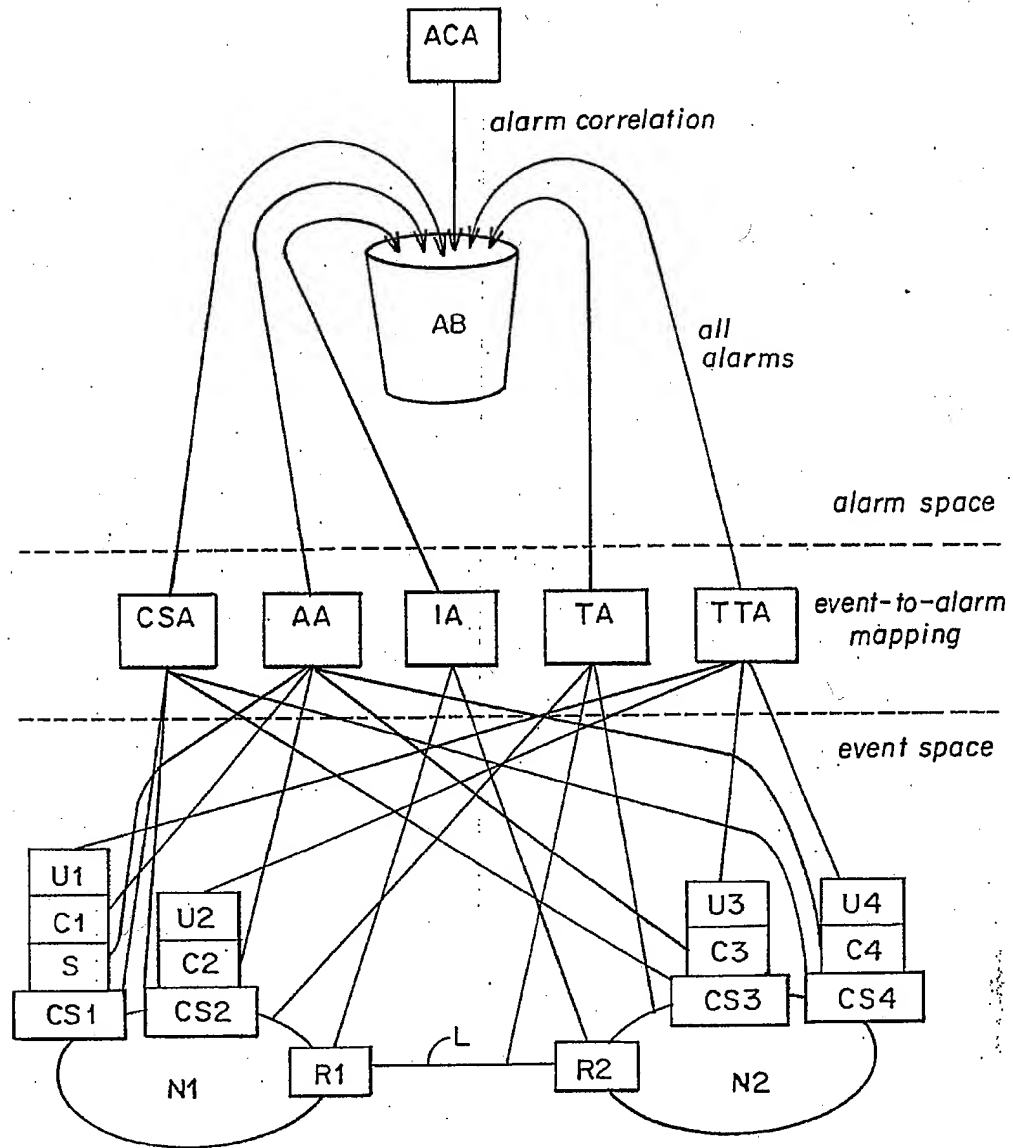
*Fig. 16*



*Fig. 17*

# REPLACEMENT SHEET

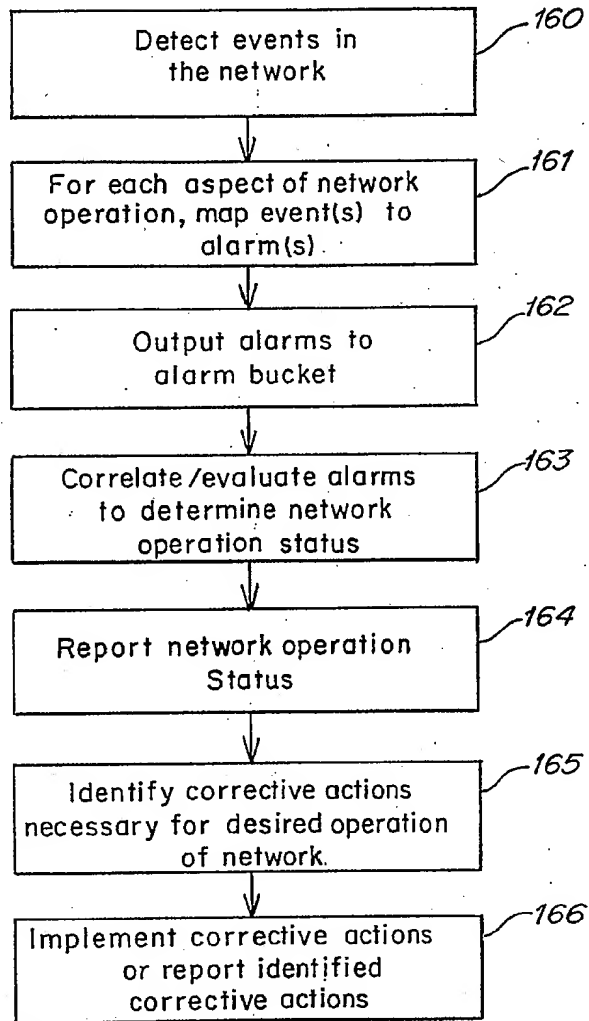
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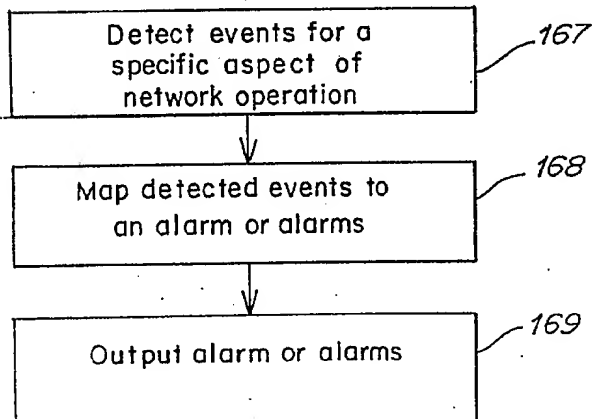
*Fig. 18*

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*Fig. 19*



*Fig. 20*

# REPLACEMENT SHEET

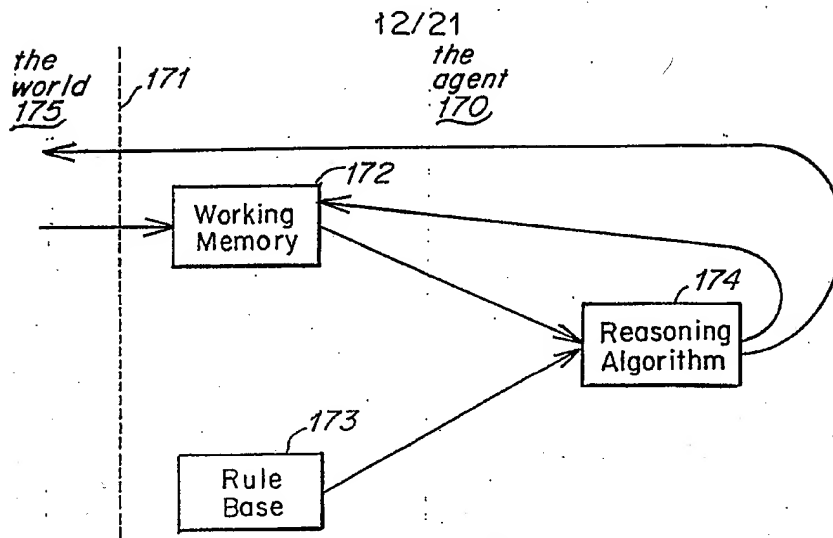


Fig. 21

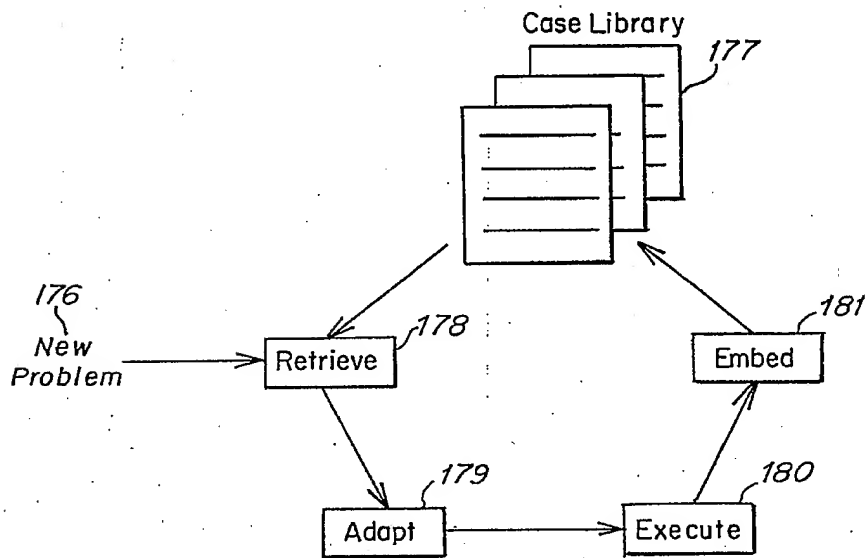


Fig. 22

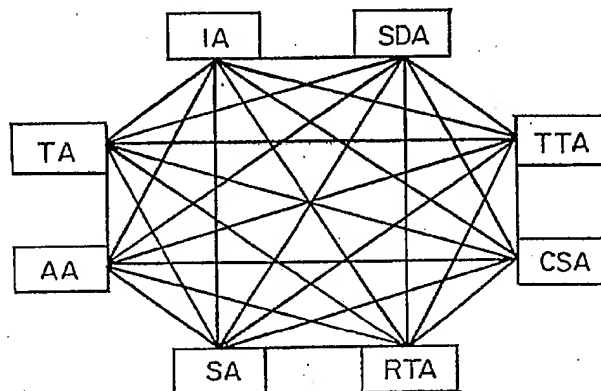


Fig. 23

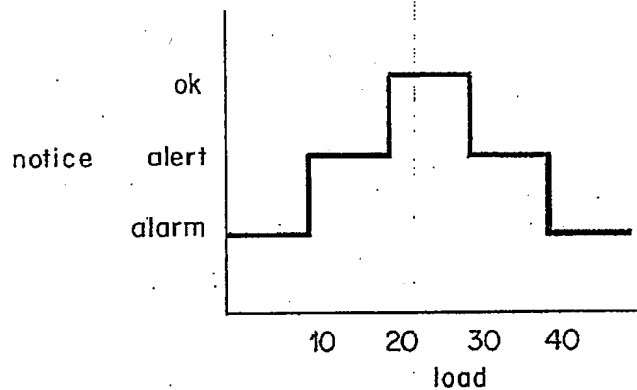
# REPLACEMENT SHEET

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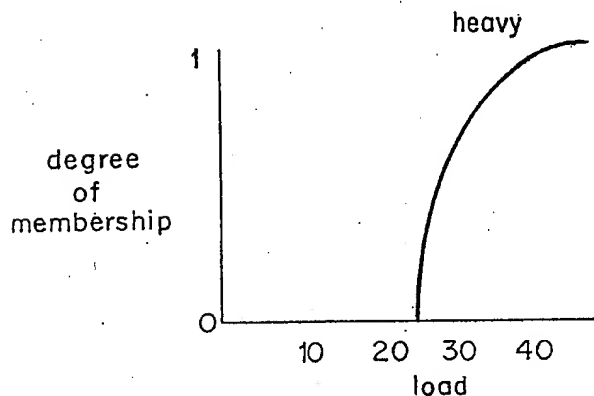
190

Friday January 5 2001 <span style="float: right;">191</span>			
	Service 1	Service 2	Service 3
Seattle			
Bldg 1	Up	Up	Down, up at 12 PM
Bldg 2	Down 8-10PM	Down 8-10PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
Sydney			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slowly)	Up
⋮			

*Fig. 24*



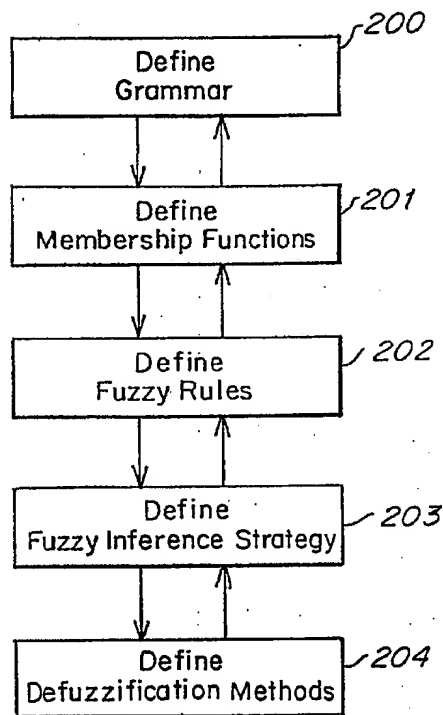
*Fig. 25*



*Fig. 26*

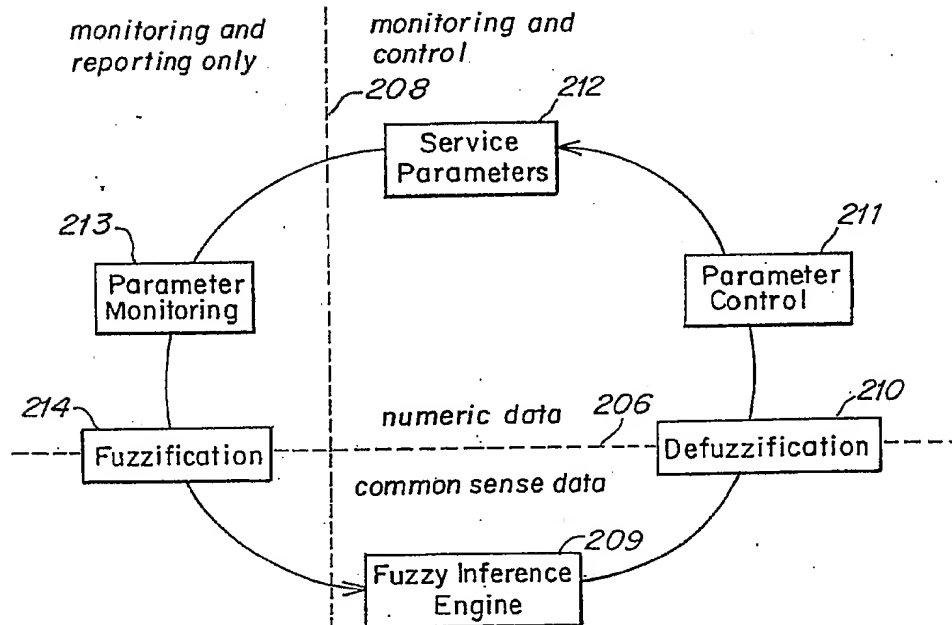
# REPLACEMENT SHEET

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*Fig. 27*

production



*Fig. 28*

# REPLACEMENT SHEET

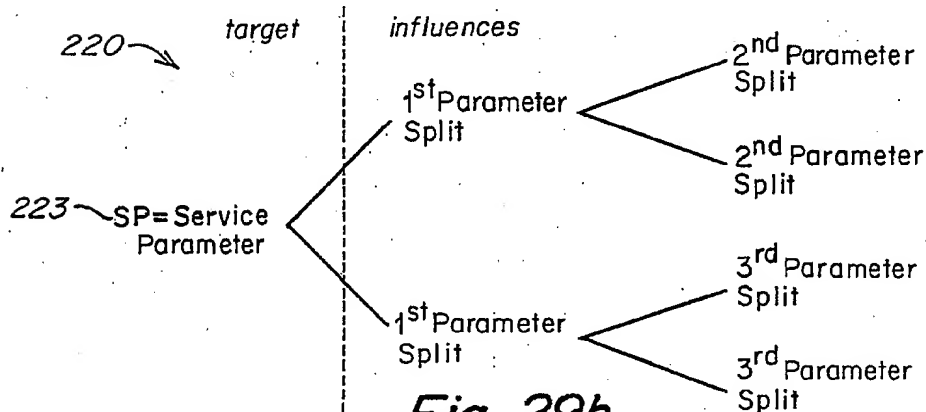
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possible influences on SP <sup>225</sup>

target <sup>224</sup>

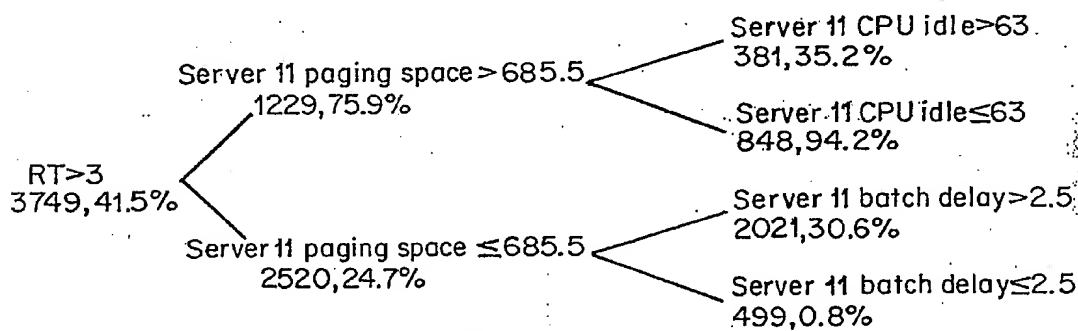
	P1	P2	P3	P4	P5	...	PN	SP
t1	---	---	---	---	---	---	---	---
t2	---	---	---	---	---	---	---	---
t3	---	---	---	---	---	---	---	---
t4	---	---	---	---	---	---	---	---
t5	---	---	---	---	---	---	---	---
t6	---	---	---	---	---	---	---	---
.								
.								

222

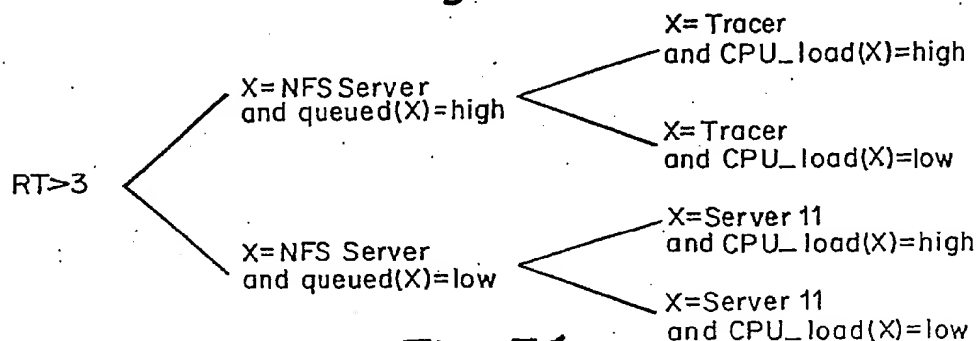
**Fig. 29a**



**Fig. 29b**



**Fig. 30**



**Fig. 31**

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Service Agreement with XYZ Server Form						
Name						
Address						
Phone						
Email						
Policies						
Availability	____ (select 90-100%)				\$ ____	
Response Time	____ (select 2-5 sec)				\$ ____	
Security	____ (select high- med-low)				\$ ____	
Integrity	____ (select high- med-low)				\$ ____	
					Total: \$ ____	
Go Back		(Month)			Go Forward	
Default: Availability ____ Response time ____ Security ____ Integrity ____						
Send			Cancel			

Fig. 32



# REPLACEMENT SHEET

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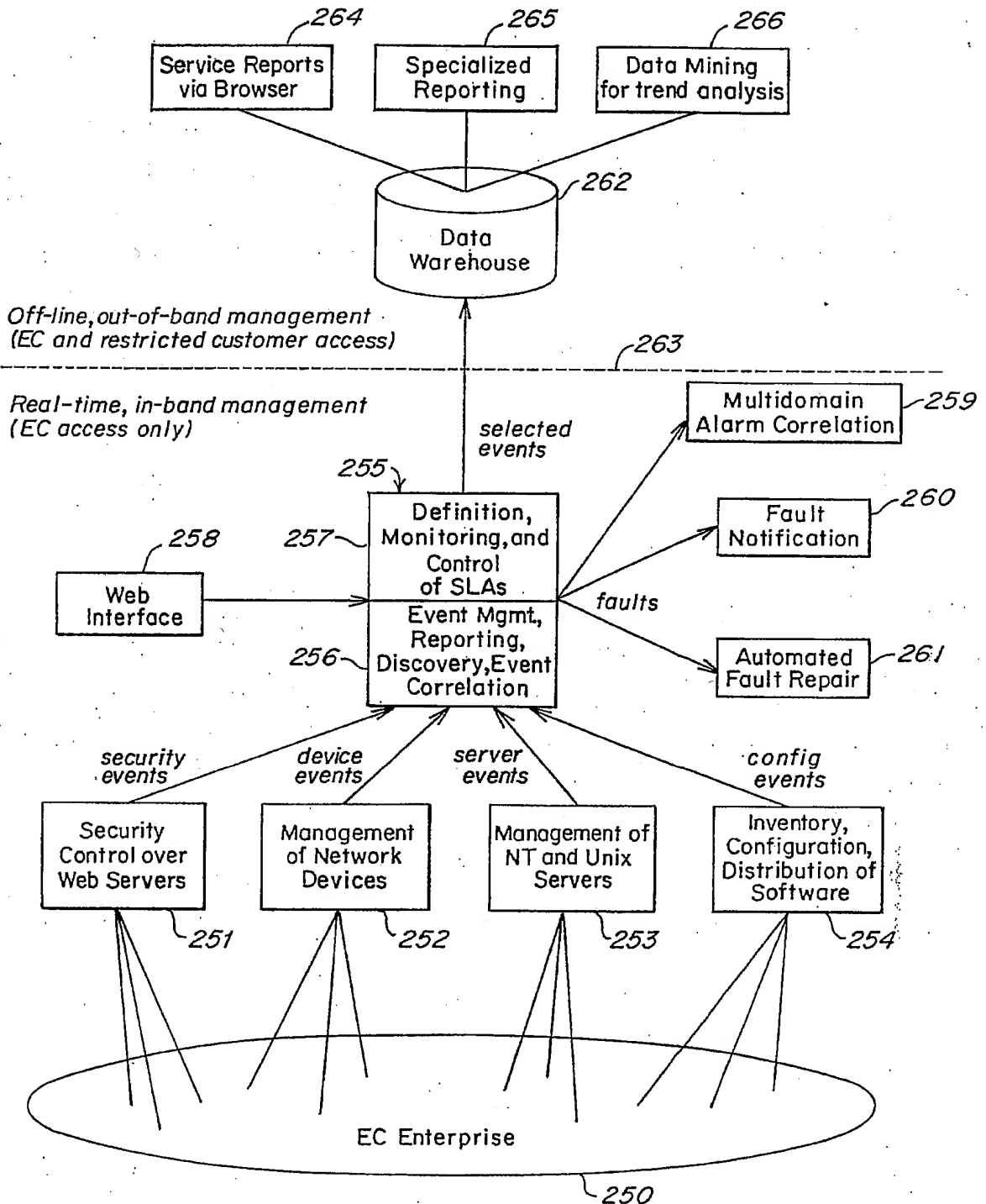


Fig. 33

# REPLACEMENT SHEET

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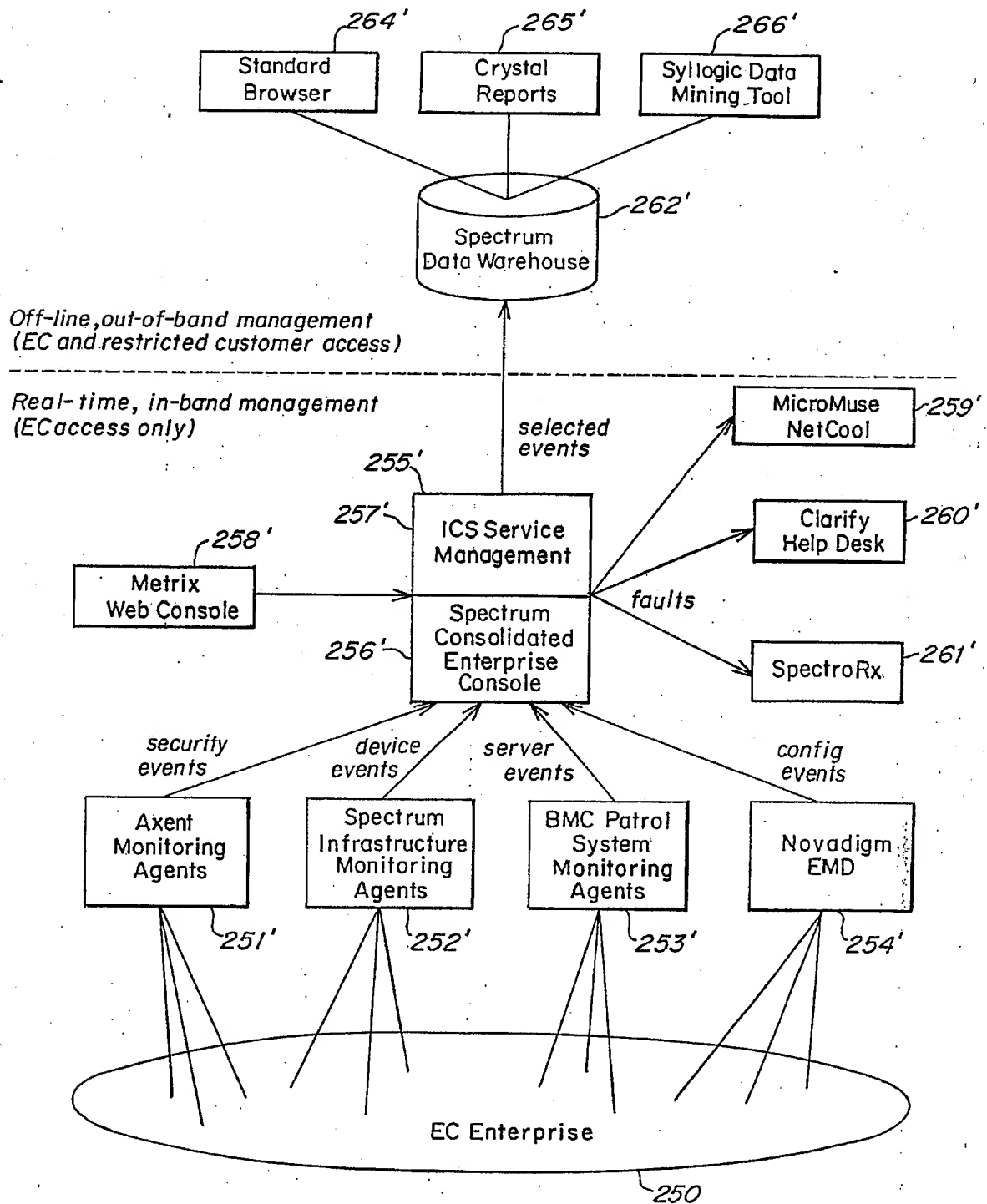


Fig. 34

# REPLACEMENT SHEET

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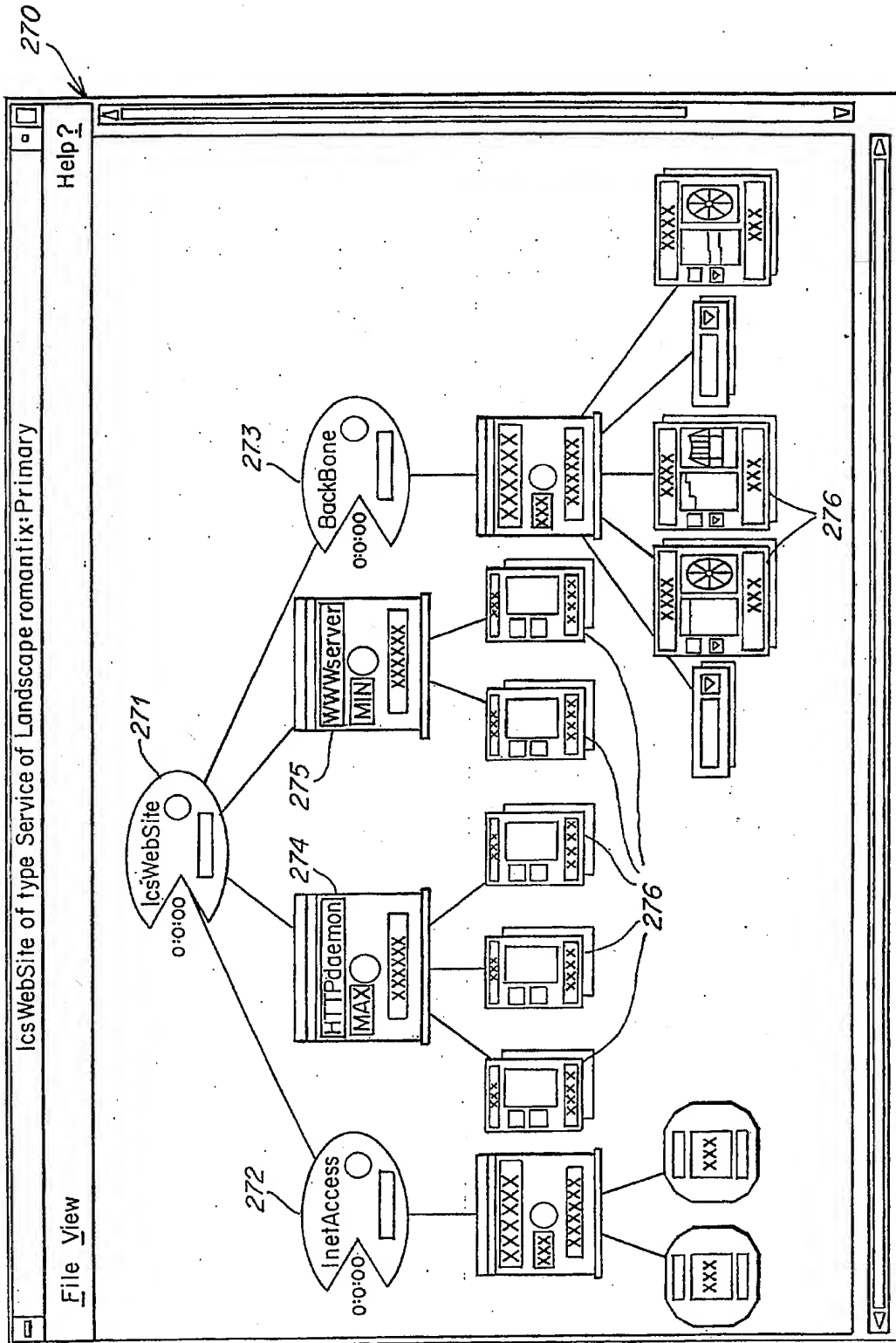


Fig. 35

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IT for Dev of type SLA of Landscape romantix:Primary
Help ?

File View

SLA Activity View

Monday from 08:30 hrs to 17:30 hrs
Tuesday from 08:30 hrs to 17:30 hrs
Wednesday from 08:30 hrs to 17:30 hrs
Thursday from 08:30 hrs to 17:30 hrs
Friday from 08:30 hrs to 16:00 hrs
Saturday from 08:30 hrs to 08:30 hrs
Sunday from 08:30 hrs to 08:30 hrs
Holiday from 08:30 hrs to 08:30 hrs

Holiday Dates

1,1,1,5,3,10,25,12,26,12

ICS IT SLA\_Container of Landscape
Help ?

File View

Service Level Agreements

xxx  
xxx

xxx  
xxx

Monitor Definition

Monitor Name: Downtime per week

Alarm Counter

xxxxxxx
xxxxxx

Unavailability

xxxxxxx
xxxxx

Fixed Period

xxxxxxx
xxxxxxx

Rolling Period

xxxxxxx
xxxxxxx

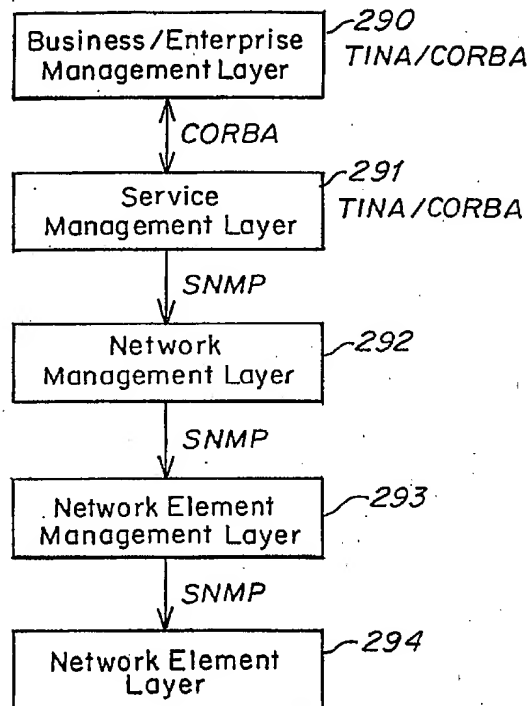
if any threshold has been exceeded create an Alarm with Severity 100

Create Monitor
Cancel

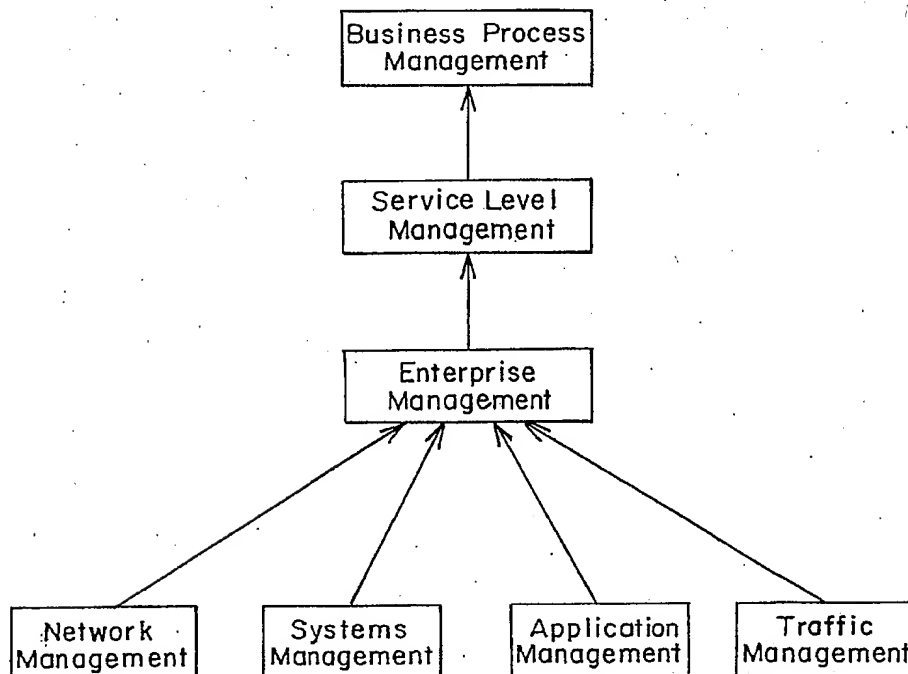
Fig. 36

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*Fig. 37*



*Fig. 38*